



DEPARTMENT OF THE ARMY
HEADQUARTERS, 2ND BRIGADE, 1ST INFANTRY DIVISION
CMR 464, UNIT 26003
APO AE 09226



AETV-BGS-CDR

27 January 2003

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Policy Letter #4 - Equal Opportunity Complaint Procedures

1. References:

- a. AR 600-20, Army Command Policy
- b. 1ID Regulation 600-21, 1ID Human Relations and Equal Opportunity Program

2. The EO complaint processing system addresses complaints that allege unlawful discrimination or unfair treatment on the basis of race, color, religion, gender, and national origin. Attempts should always be made to solve the problem at the lowest possible level within an organization. Complaints by civilian personnel alleging discrimination should be handled in accordance with the procedures contained in AR 690-600, or as described in DOD and Department of the Army policy implementing 10 U.S. Code 1561, or as provided for in any applicable collective bargaining agreement.

3. Complaints can be informal or formal.

a. **Informal complaint.** An informal complaint is any complaint that a soldier, family member or DA civilian does not wish to file in writing. Informal complaints may be resolved directly by the individual, with the help of another unit member, the commander or other person in the complainant's chain of command. Typically, those issues that can be taken care of informally can be resolved through discussion, problem identification, and clarification of the issues. An informal complaint is not subject to time suspense nor is it reportable. Anyone working on resolving informal complaints should prepare a memorandum of record indicating the nature of the complaint including any pertinent information to assist in identifying the unit's command climate.

b. **Formal complaint.** A formal complaint is one that a complainant files in writing and swears to the accuracy of the information. Formal complaints require specific actions, are subject to timelines, and require documentation of the actions taken. An individual files a formal complaint using a DA Form 7279-R. A complainant should file his or her formal complaint with the commander at the lowest echelon of command at which the complainant may be assured of receiving a thorough, expeditious, and unbiased investigation of the allegations. Depending on the various aspects of the complaint and individuals involved, that lowest level commander may not be the immediate company or even battalion level commander of the complainant. All formal complaints will be processed through the Brigade EO Advisor's Office, Building 1 (Brigade Headquarters), Conn Barracks.

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4. Refer to IID Regulation 600-21 or call the Brigade EO Advisor's Office at 353-8043 for further details regarding EO complaint procedures.



RANDAL A. DRAGON

COL, IN

Commanding

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